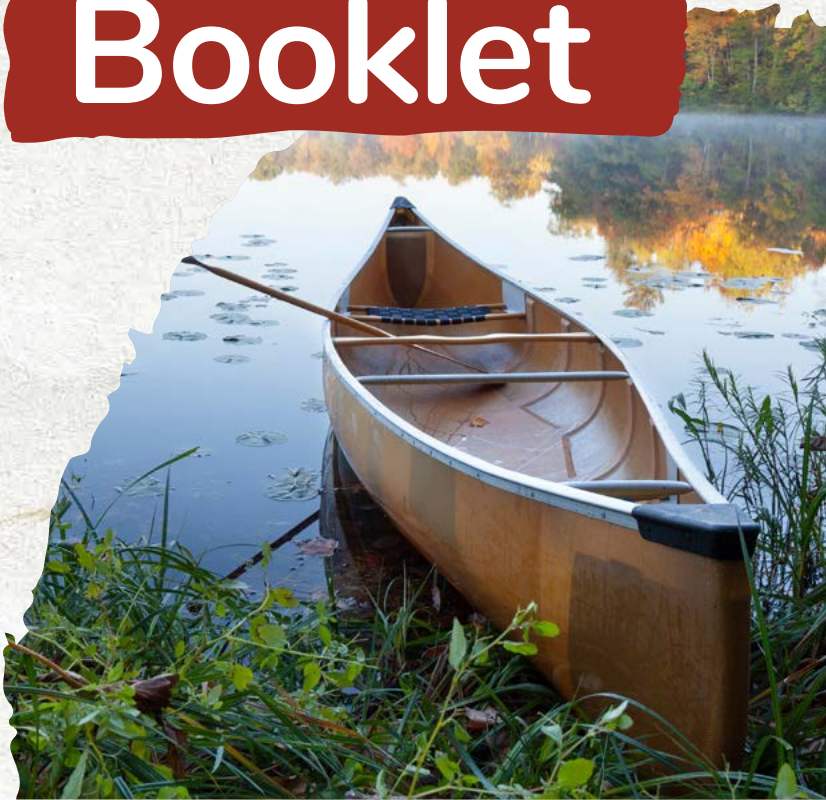


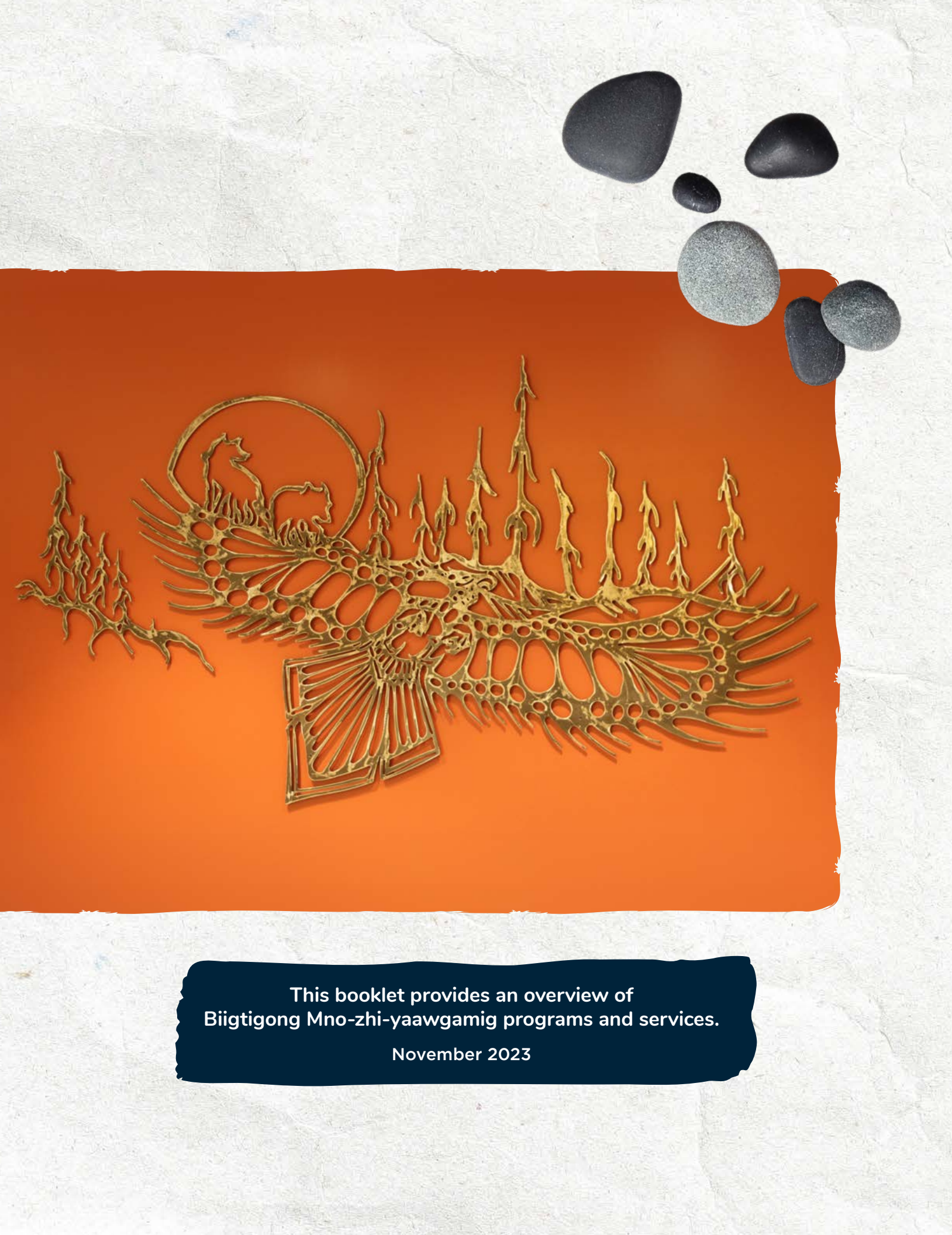
HEALTH AND  
SOCIAL SERVICES



# Client Services Booklet







This booklet provides an overview of  
Biigtigong Mno-zhi-yaawgamig programs and services.  
November 2023

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## Mission of Biigtigong Nishnaabeg

Biigtigong Nishnaabeg will operate from an Anishnaabe world view to promote a prosperous community that is healthy and safe. Programs and services will be grounded in language, culture and connection to the land, honoring our link to the ancestors and future generations.



## Vision of Biigtigong Mno-zhi-yaawgamig

Mno-zhi-yaawgamig provides holistic health care in a welcoming environment that is culturally safe for everyone on their pathway to healing and wellness.



## Our Values

The organization works for the health and wellness of the community and the future seven generations. We believe it takes a community to raise a child.



### Respect

Meeting people where they are at in their journey to wellness. Respecting cultural safety and community values.



### Compassion

We have compassion through our work, with the community and each other.



### Accountability

We are accountable to community, funders and to our team.



### Integrity

Doing what we say we will do. Living up to the values of Biigtigong Mno-zhi-yaawgamig.



### Gratitude and Appreciation

We are grateful and appreciate each team member for what they can accomplish in the community and for how they create a safe environment for all.



### Ethics and Safety

We follow a code of ethics. Cultural and client safety is integrated in all we do.



### Creativity

We think outside the box to find solutions while helping individuals and families to find their spirit.



### Trust

We trust that we all have knowledge, expertise and ability to work towards common goals to help and support the community.



### We Are All Connected

Our teams, other departments and community.



# Biigtigong

# Mno-zhi-yaawgamig

# Health Services

## Overview:

- Home and Community Care
- Community Health
- Diabetes Prevention & Foot Care
- Children's Oral Health Initiative (COHI)
- Non-insured Health Benefits
- Medical Transportation
- Community Health and Wellness Transportation



## Home and Community Care

Living at home for as long as possible is often a priority for community members. We provide essential health care and personal support in your home. Services are for elders and community members with disabilities or chronic and acute illnesses.

### SERVICES PROVIDED

#### Nursing

- Hospital discharge planning
- Home visits
- Case management, coordination & care planning
- Linkage to supplies & services (doctors, hospitals, respite, pharmacists, respite care, meals on wheels, transportation, social services)
- Advanced foot care
- Palliative and end-of-life care
- Falls prevention
- Caregiver support
- Health teachings
- Blood pressure & blood sugars

#### Home making

- General household cleaning, laundry and management

#### Personal care services

- Bathing, grooming, dressing

### WHO PROVIDES THE SERVICES

- Home and Community Care Coordinator
- Registered Practical Nurse or Registered Nurse
- Personal Support Worker
- Home Support Workers
- Community Health and Wellness Driver

### HOW TO ACCESS SERVICES

#### A medical referral is faxed to:

Biigtigong Mno-zhi-yaawgamig Home and Community Care Program

807-229-3367

### WHAT TO DO WHEN YOU ARE IN THE HOSPITAL AND NEED SUPPORT WHEN YOU COME HOME?

1. Ask your nurse or doctor to arrange discharge planning meeting.
2. If you live in Biigtigong Nishnaabeg- The hospital discharge planner calls the Home and Community Care Coordinator at Biigtigong Mno-zhi-yaawgamig to coordinate the services and supplies you will require after you leave the hospital. The doctor needs to send a referral to the health centre.
3. If you do not live in Biigtigong Nishnaabeg- your doctor will send a referral to North West Home and Community Care Support Services. [healthcareathome.ca/region/north-west](http://healthcareathome.ca/region/north-west)



# Community Health Services

Health promotion and prevention services provided to community members across the lifespan to support overall good health.

## SERVICES OVERVIEW

- Health Promotion and Injury Prevention
- Prenatal and Maternal Health
- Infant and Preschool Health
- School Health
- Vaccine Preventable Disease Program

## HEALTH PROMOTION AND PREVENTION

Collaborative activities that promote to mno-bmaadzid (live a good life) and healthy ways of being that include physical activity, healthy eating, and harm reduction strategies such as the naloxone kit distribution, safe needle drop off and free sharp containers.

## PRENATAL AND MATERNAL HEALTH

### Prenatal Teachings

- Individual teaching program for expectant mothers based on mother's needs.
- When you access this program, you will receive milk coupons and monthly good food bag.
- Fetal Alcohol Spectrum Disorder (FASD) prevention, education & support.

### Breastfeeding Support

- One on one support with breastfeeding

## INFANT AND PRESCHOOL HEALTH

### Well Baby Visits

The Community Health Nurse answers parent's questions and checks your child's health, growth and development.

### Baby Food Workshops

- Learn to make healthy, homemade baby food and receive produce and cooking supplies.

## SCHOOL HEALTH

- Health teachings to support the good life
- Rapid school checks every year
- School immunization program

## VACCINE PREVENTABLE DISEASE PROGRAM

- Support the prevention of infectious diseases.
- Immunizations and seasonal influenza vaccines for all ages.

## SEXUALLY TRANSMITTED INFECTIONS & BLOOD BORNE DISEASE PREVENTION

- Harm reduction supplies
- Information & resources for support

## COMMUNICABLE DISEASE EMERGENCIES

- Contact tracing & support
- Vaccines where applicable
- Pandemic planning

# Diabetes Initiative

Community led and culturally appropriate initiative aimed to reduce diabetes in the community. The services aim to increase awareness about how to prevent and manage diabetes and the risk factors associated with it.

## SERVICES PROVIDED

- Diabetes screening
- Foot care clinics
- Prevention and health promotion
- Food security programs

## DIABETES SCREENING

- Diabetes related screening is provided several times per year.
- Screening is provided by nurses.

## FOOTCARE CLINICS

- Provided to those living with diabetes.
- Offered every 2 months by a nurse.
- Physician referral letters can be faxed to the Diabetes Coordinator.
- Self-referrals accepted.
- Referrals to other providers can be coordinated (i.e. chiroprapist).

## FOOD SECURITY PROGRAMS

The Diabetes Program collaborates with many community departments to offer food security initiatives.

## MNO-MIJIM MIISHKIMOD (GOOD FOOD BAG)

- Monthly fruit and vegetable program to increase access to fresh and affordable healthy produce.
- \$15 per month (paid to band office the first Friday of the month).
- Free for Ontario Works (OW), Ontario Disability Support Program (ODSP) and Old Age Security (OAS) clients.
- Free for families with children ages birth – 6 years and pregnant women.

## REZ-EATS

- Free, healthy meal delivery kits to encourage home cooked, diabetes friendly meals.
- Improve food security in households.
- A collaborative project funded by various community departments.
- Sign-up with Diabetes Coordinator.

## ACCESSING SERVICES

- Contact the Diabetes Coordinator to access these services.



## PREVENTION AND HEALTH PROMOTION

- Activities that raise awareness about diabetes prevention, promote physical activity and healthy eating as part of a healthy lifestyle.
- On Diabetes Awareness Day each year there is a Community Poker Walk/Health Fair.



# Children's Oral Health Initiative (COHI)



A community-based program that focuses on preventing dental disease in children from an early age using a culturally safe and trauma informed approach. A Registered Dental Hygienist & COHI Assistant work together with community partners to provide the program.

## WHO THE PROGRAM IS FOR:

- Children from birth until they graduate grade 8.
- Parents, caregivers and pregnant women are provided health teachings.

## SERVICES PROVIDED

- Dental screening (check-up)
- Fluoride varnish
- Silver Diamine Fluoride
- Sealants
- Interim Stabilization Therapy (temporary fillings)
- Referrals for treatment
- Help to navigate government dental programs
- Health teachings using a blend of Indigenous and western ways of knowing

## HOW COHI MAKES A DIFFERENCE

- Improves access to dental care.
- Improves oral health and quality of life for children.
- Helps prevent and manage the severity of cavities.
- Raises awareness about how oral health is integral to overall health.

## ORAL HEALTH PROMOTION

- Health teachings.
- Pregnant women receive a "welcome baby bag" that includes cultural books and oral health supplies.
- We collaborate with others on health promotion activities including Baby Food Workshops.



### SCREENING

A visual inspection of the teeth and gums.



### FLUORIDE VARNISH

A protective coating that helps prevent cavities.



### SEALANTS

A plastic coating that is put on the grooves of molars to help prevent cavities.



### SILVER DIAMINE FLUORIDE & TEMPORARY FILLINGS

Non-invasive dental procedures that can be done to stabilize teeth that have small cavities.

## WHERE ARE THE SERVICES PROVIDED?

- At the school, learning center and Biigtigong Mno-zhi-yaawgamig dental clinic.



# Non-Insured Health Benefits (NIHB)



Non-Insured Health Benefits (NIHB) provides eligible First Nations and Inuit clients with coverage for a range of health benefits. The Non-insured Health Benefits Coordinator assists community members to navigate these benefits.

## WHO THESE BENEFITS ARE FOR

To be eligible for any of the NIHB Program Benefits, you must be recognized by the Government of Canada's description:

- A First Nations person who is registered under the Indian Act.
- A child less than 2 years old whose parent is NIHB eligible.

## BENEFITS AND SERVICES



- Dental
- Vision
- Pharmacy
- Mental health
- Medical supplies and equipment
- Medical transportation

For an up-to-date list of benefits and services visit:

[sac-isc.gc.ca/eng/1572537161086/1572537234517](https://sac-isc.gc.ca/eng/1572537161086/1572537234517)

## IMPORTANT INFORMATION

- You will need to show identification to service providers.
- Some providers bill the government directly, some require you to pay up front and be reimbursed by the government.
- When you call or see a health care provider, make sure you are eligible for benefit coverage for the service or product you need to ensure you do not end up with out-of-pocket expenses.



## QUESTIONS TO ASK YOUR HEALTH PROVIDER

1. Do you bill directly to NIHB or do I have to pay up-front?
2. Is this service an eligible benefit through NIHB?
3. Will I need to pay any additional fees that NIHB does not cover?

If you have questions or concerns about your NIHB benefits please call:

1. NIHB Coordinator at Biigtigong Mno-zhi-yaawgamig
2. NIHB Client Information Line: 1-800-640-0642
3. NIHB Dental Benefit questions: 1-855-618-6291





# Medical Transportation

It can be challenging to access medical care when living in rural Biigtigong Nishnaabeg. Non-Insured Health Benefits (NIHB) includes support through the medical transportation benefit to help you access medical appointments out of the community.

## WHAT SERVICES ARE PROVIDED

- Local medical transportation to Marathon (medical van).
- Assist with long-distance medical travel through Non-Insured Health Benefits.
- Assist you to access Traditional Healer appointments.

## WHO PROVIDES THESE SERVICES

- Community Health Clerk & Medical Van Drivers.

## HOW TO ACCESS MEDICAL VAN FOR LOCAL APPOINTMENTS

- Call the health centre to arrange a ride to Marathon for medical appointments.
- Check the monthly calendar for drivers and contact numbers.

## LONG DISTANCE MEDICAL TRAVEL PROCESS

This includes medical travel to locations other than Marathon.



### 1. Confirmation of Appointment Letter

Bring the confirmation of appointment letter to the health clerk 2 weeks before appointment.

### 2. Travel Vouchers

Upon NIHB approval, the health clerk will provide you with travel vouchers prior to your appointment.



### 3. Signed Appointment Slips

Attend your appointment and get the health care provider to sign your slip.

After attending the appointment bring back the signed appointment slip to the health centre.

### 4. Travel Reimbursement

We will provide you with the documents.

You are responsible for completing and sending in to NIHB.



**To protect your privacy, we accept documents 3 ways:**

1. In person at the health centre 2. Email 3. Fax: 807-229-3367

Documents **will not** be accepted through social media.

# Community Health and Wellness Transportation

Transportation for community members and home and community care clients to access health and social services within the community or in Marathon.

## EXAMPLES OF SERVICES YOU CAN REQUEST TRANSPORTATION TO

- Grocery shopping
- Marathon Food Bank
- Health and Social Services events held in community
- Children's Oral Health Initiative (COHI) appointments
- Hospital visits
- Service Ontario
- If you are not able to travel due to physical limitations, grocery pick-ups are available. Please purchase groceries online, and schedule a pick-up time with your Health and Wellness Driver.

## ACCESS TO THE MARATHON FOOD BANK

Individuals wishing to access the Marathon Food Bank can call the Health and Wellness Driver or make an appointment. First come first serve.

## HOW TO ACCESS

- Call the Community Health and Wellness Driver to make a reservation.
- Available Monday, Wednesday and Friday

## MEALS ON WHEELS

Meals on Wheels is a program to assist eligible community members access healthy cooked meals.

## WHO QUALIFIES

- Home and Community Care clients
- Community members who live with chronic illness

For those who do not meet the requirements, but have interest, please contact us.

## ABOUT

- Receive 5 frozen dinners once per week (20 meals, 20 soups, 20 salads a month).
- Dietary needs can be accommodated (diet examples: low salt, diabetic, cardiac, high fibre, lactose free, low protein etc.).
- Meals are prepared at North of Superior Health Care Group.

## COST

\$50 per month

## HOW TO ACCESS:

1. Call the health centre
2. Fill out an application
3. Delivered to your home every Wednesday from 2:00PM-4:00PM



# Biigtigong

# Mno-zhi-yaawgamig

# Social Services

## Overview:

- Mental Health Counselling
- Youth Mental Health Counselling
- Addiction Services
- Band Representative Program
- Recreation Program
- Family Wellbeing Program
- The North East Mental Wellness and Crisis Team



# Mental Health

# Counselling

The mental health program at Biigtigong Mno-zhi-yaawgamig focuses on holistic healing by obtaining balance in one's life. This program aims to provide culturally safe, strength-based care for individuals and families experiencing mental health concerns, grief and more. Through this program, the community can also access workshops, programming and education opportunities related to mental health & wellbeing.

## SERVICES PROVIDED

- Brief services or ongoing counselling
- Mental health programming
- Community education and workshops
- Care coordination
- Crisis team support
- Connection to external services & referrals

## WHO THE SERVICES ARE FOR

- Biigtigong Nishnaabeg community members

## WHO PROVIDES THE SERVICES

- Mental Health Worker
- Art Psychotherapy Student
- Social Service Worker



# Youth

# Mental Health

# Counselling

## SERVICES PROVIDED

- Workshops and programs that promote well-being including self-esteem, self-care, confidence, family conflict and homelessness.
- Trauma-informed individual and group counselling
- Connection to external services & referrals
- Support and advocacy for young people facing welfare, behavioural, developmental, social and protection issues
- Encourage a positive Indigenous identity

## WHO PROVIDES THESE SERVICES

- Youth Mental Health Worker

## WHERE SERVICES ARE PROVIDED

- Biigtigong Nishnaabeg Endzhi-gkinoohmaading
- Marathon High School (for Biigtigong Nishnaabeg students)
- Youth Center



# Addiction Services

It is well studied that trauma is one of, if not the root cause of addiction in Indigenous communities. Services are provided to minimize the effects of trauma and intergenerational trauma that has led to addiction and lessen the number of affected community members. A client centred, trauma informed approach is provided to meet the unique needs of each individual in a compassionate, caring way.

## WHAT SERVICES ARE PROVIDED

- Treatment referrals
- Group work
- Linkages to services
- Harm reduction
- Indigenous wellness and recovery coaching
- Land based healing (outdoor/nature therapy)

## SERVICES ARE FOR COMMUNITY MEMBERS

- Struggling with substance use disorder (addictions)
- Seeking support with behaviour change and/or mental health

## TREATMENT REFERRALS TO

- Treatment centres
- Other health and mental health providers

## GROUP WORK

- Self-help groups (AA, Men's Group, Sharing Circles)

## LINKAGES

- Link clients to other social, health, educational services that will benefit the client in helping them to address their substance use.
- Link clients to Indigenous knowledge keepers, teachings, and healing.

## HARM REDUCTION

- Distribution of free naloxone kits.
- Programs to meet you where you are at in your journey. progression, not perfection.

## EDUCATION

- Educate individuals, families, and children in the prevention of substance use disorder.
- Coordinate National Addictions Awareness Week activities.
- Share personal story of mental health issues, addiction, recovery, and finding culture/spirituality.
- Self-care using Medicine Wheel.

## LAND BASED HEALING

- Link to traditional ceremony
- Time in nature



# Band Representative Program

This program supports community members, families and children who are involved or at risk of involvement with the child and family services system including Dilico or Children and Family Services (CAS).

## SERVICES PROVIDED

- Provide representation and advocacy for families on child welfare matters.
- Provide guidance and support for families about child welfare matters.
- Prevention services: Educational, recreational and cultural programs for families.

## WHO THE SERVICES ARE FOR

- Biigtigong Nishnaabeg community members living on and off reserve.

## SITES

Biigtigong Nishnaabeg & Thunder Bay

***"The holistic well-being of Indigenous children, youth and families creates a solid foundation for future generations."***

## REPRESENTATION AND ADVOCACY

- Advocate for the best interest of the child in child welfare matters.
- Participate in court proceedings pertaining to child welfare matters.
- Attend planning meetings pertaining to child welfare.
- Ensure that schedules are set for access visits with family.
- Assist families with customary care agreements.
- Other duties based on client/family needs.

**We cannot get involved in criminal cases and family law.**

Contact us:  
☎ 807-228-2087 (including after hours)  
✉ band.rep@picriver.com  
Biigtigong Nishnaabeg Band Rep Office:  
☎ 807-229-9053

## GUIDANCE AND SUPPORT

- Help families understand the Child and Family Services Act and Part 4 of the Child and Family Services Act.
- Help families understand all their options and how to obtain legal counsel.
- Help navigate families through the child welfare court system.
- Help families understand what customary care means.

## CULTURE

- Connect families to language and ceremony.
- Build cultural and community connections.
- Support customary care, kinship care and alternative care arrangements.

## PREVENTION

- Provide support to children and families from an early intervention perspective, offering guidance and programming that promotes individual, family and community well-being.
- Social, recreational and wellness programs that offer a holistic approach addressing emotional, spiritual, mental and physical well-being.
- Traditional parenting programs.





# Recreation Program



Provide safe, inclusive, creative recreation programs and events for youth and Elders that increase resilience and create a sense of belonging. The program aims to improve general fitness and quality of life of community members.

## WHAT SERVICES ARE OFFERED

- After school program for youth
- Activities for Elders
- Community events
- Youth leadership opportunities
- Day camp

## WHO THE PROGRAM IS FOR

- Biigtigong Nishnaabeg community members (all ages)

## WHERE THE PROGRAM IS OFFERED

- Youth Centre
- On the land

## AFTER SCHOOL PROGRAM

- Recreational activities that promote sport and outdoor play (e.g. winter walking for all ages & sports night)
- Land-based activities (e.g. hikes at Pukaskwa)
- Free play that is child-led
- Connect youth to culture and language
- Provide a safe, inclusive space at the Youth Centre
- Cooking programs

## ACTIVITIES FOR ELDERS

- Elders tea time & meals
- Creative, art opportunities
- Activities that promote health and wellness of Elders
- Land-based programs

## COMMUNITY EVENTS

- Events that are based on community needs
- Halloween Walk & Indigenous People's Day activities

## YOUTH LEADERSHIP

- Youth employment opportunities
- Empower youth leadership and resiliency skills

## DAY CAMP

- Summer day camp led by recreation & summer students
- Monday-Friday during July and August



# Family Wellbeing Program



The program provides supports and resources to address intergenerational trauma and violence and their root causes. It is holistic healing for family and individual wellbeing. The program is community-based and addresses violence against women and children through the creation of safe spaces and culturally appropriate programming.

## WHO IS ELIGIBLE FOR SERVICES

- Community members

## SERVICES PROVIDED

- Land-based healing
- Community based programming
- Biigtigong Nishnaabeg Culture

*"When you take care of you, Creator takes care of you."*

*-Elder Elmer Courchene*



## LAND-BASED PROGRAMS

- Healing initiatives offered through land based programming.
- Helping support families reclaim traditional land based practices (e.g. blue berry picking).

## COMMUNITY EVENTS

- Organize and support community events that bring community together and ultimately contributes to the community's healing journey.

## CULTURE

- Opportunities to feed your spirit through teachings and practices (e.g. information about ceremony or a ride to ceremony)
- Help to organize Pow Wow.
- Offer traditional medicines (sage, cedar, tobacco, sweet grass and others).



# The North East Mental Wellness and Crisis Team

The North East Mental Wellness and Crisis Team responds to crisis situations and provides ongoing mental health services that are culturally safe and confidential. Crisis is both unpredictable and unexpected and can reach anyone on any given day and can affect people in different ways. In crisis situations, being able to reach out for help when you need it is important for your road to recovery. The benefits in engaging in services early on helps reduce the chances of developing long term symptoms that can affect daily living.

## WHO THE SERVICES ARE FOR

Individuals, groups and families that are affiliated with Biigtigong Nishnaabeg, Netmizaaggamig Nishnaabeg, Michipicoten First Nation and Pays Plat First Nation.

## SERVICES:

- 24-hour crisis response
- Assessments and linkages to other service providers
- Assistance with navigating services and advocacy
- Client-centred, culturally appropriate wellness services and programs
- Counselling services to individuals, families and groups
- Debriefing and defusing services
- Preventative mental wellness programming and support
- After hours support line connecting you to a worker that can provide in person support or support over the phone.

Contact us:  
☎ 1-866-209-9582  
Marathon Office:  
☎ 807-229-9006





# Caring For Your Information

Biigtigong Mno-zhi-yaawgamig understands the sensitivity of your personal health information. We are committed to protecting your privacy.

When you receive and care and services from Biigtigong Mno-zhi-yaawgamig, we will collect, use and share personal health information for these reasons:

- To identify and keep in contact with you about your health care
- To provide ongoing care
- To support the provision of care by health care partners
- To help us plan, monitor and improve our care and services to you
- To understand your eligibility for benefits and services
- Where relevant to support billing to medical services
- To analyze, manage and control disease outbreaks and monitor the overall health of people
- As require by law (e.g. court order, reportable conditions)

We will only release sensitive information for purposes not listed above if required by law (e.g. court order, reportable conditions, prevent harm to others).

## Legislation That Protects You

We do this under, and in accordance with the *Personal Health Information Protection Act (PHIPA)* and other applicable legislation.

## Understanding Implied Consent

Biigtigong Mno-zhi-yaawgamig operates under an “implied-consent model”. This means by receiving our care services we have implied consent for information to be shared as required with those within your “circle of care” for the purpose of ongoing care and/or treatment (e.g. other care providers, specialists, lab technologists, etc.). Our staff understand and are committed to protecting your sensitive information,

## Understanding Expressed Consent

Expressed consent (verbal or written) will be obtained if/when we are collecting, using, and disclosing personal information outside of the “circle of care”, or for secondary purposes outside of those listed to the left (for example, research, teaching education).

## Your Right to Enquire

You are entitled to enquire about privacy and to request access to your personal health information held by Biigtigong Mno-zhi-yaawgamig about you. To do so please contact our Privacy Officer.

# Privacy Rights, Commitments and Obligations

Biigtigong Mno-zhi-yaawgamig staff are committed to the core values of respect, privacy and confidentiality, regarding the information we hold about you.

## Biigtigong Mno-zhi-yaawgamig

### Commitment to Privacy

We are committed to ensuring personal and health information will remain confidential.

### Commitment to Accuracy

We are committed to ensuring that your information is recorded accurately.

### Committed to Empowerment

We are committed to empowering you to understand your rights regarding the protection of your personal health information.

### For further information contact our Privacy Officer

P.O. Box 215  
11 Lynx Road  
Heron Bay, ON  
POT 1R0

☎ 807-229-1836

📠 807-229-3367

Biigtigong Mno-zhi-yaawgamig clients have the right to:

- Confidentiality
  - Ensuring their personal information is accurate
  - Understanding who has access to their personal information and for what purpose
  - Understanding how their personal information is retained
  - Understanding how and when their information is shared
  - Know that Biigtigong Mno-zhi-yaawgamig recognizes and follows relevant legislation regarding protection of personal health information
- Biigtigong Mno-zhi-yaawgamig staff have a commitment to our clients to:
- Ensure our operations and practices embody and recognize the client privacy rights above all
  - Ensure any aggregation of information or reporting does not identify an individual (either directly or by inference)
  - Know and follow our Privacy & Security policies and processes

Biigtigong Mno-zhi-yaawgamig recognizes privacy protection can co-exist with the collaborative health care system that enables health and wellness for our people. Our privacy policies and practices formalize our commitment to both client privacy and the need for community care within the “circle of care”.

Biigtigong Mno-zhi-yaawgamig recognizes the value of sharing information for the purpose of assessing, planning, and developing First Nations health care programs, and will do so in ways that are consistent and in accordance with our Privacy & Security Framework and policies.





☎ 807-229-1836

📠 807-229-3367

[picriver.com](http://picriver.com)